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# Volunteer Manual







## **Welcome...**

Welcome to the Kingman Museum Volunteer Program! You have joined a dedicated group of people who take great pride and pleasure in helping Kingman Museum to fulfill its mission. We are delighted to have you join our family of volunteers. As a volunteer you play a very important role as a Kingman Museum staff member and community goodwill ambassador. It is because of people like you that we are open today and achieving success.

This manual has been prepared especially for our volunteers so that they can become familiar with Kingman Museum policies and procedures. Please carefully read this book. Ask your Volunteer Coordinator if you have any specific questions or if clarification is needed on the contents of this manual.

## **Mission Statement**

To provide lifelong learning opportunities in natural history, the universe, and world cultures for all ages for all time.

## **Vision Statement**

To become a Michigan destination providing exciting opportunities for our visitors to explore and discover information about our world and the universe in a self-learning environment or through structured group presentations.

## **Equal Employment Opportunity**

We maintain a strong policy of equal employment opportunity. We seek to achieve equal opportunity for all volunteers as articulated by federal, state, and local laws. Kingman Museum is an equal opportunity employer. It does not discriminate on the bases of gender, gender identification, sexual orientation, race color, ethnicity, religious background, descent or nationality, disability, marital status, age, height or weight. This EEO Policy applies to employment, internal promotions, training, opportunities for advancement, terminations, relationships with outside vendors and customers, use of contractors and consultants, volunteers, and in dealing with the general public.

## **Handbook Use and Purpose**

The purpose of this Volunteer Handbook is to outline certain information regarding your position with Kingman Museum. The policies described here are in effect and supersede all other versions of these policies previously given to you either orally or in writing.

The provisions of these policies may, at the discretion of our Volunteer Coordinator, be modified, revoked, or changed from time to time. Note that our policies and procedures do not address every situation that can or may arise in the workplace; therefore, this is considered a living document and subject to change.

If you have question regarding your volunteer position or anything contained in these policies, please speak with the Volunteer Coordinator.

# Volunteer Agreement

I have received the **Kingman Museum Volunteer Handbook** and read it in its entirety. I agree to conduct myself according to the guidelines stated.\*

\_\_\_\_\_  
Volunteer's Signature                      Date

\_\_\_\_\_  
Volunteer Coordinator                      Date

**\*Please cut out this page and return it to the  
Volunteer Coordinator.**

# Notes

## Volunteer Job Descriptions

Gift Shop/Receptionist: Volunteers work in Gift Shop and Reception area to greet visitors, collect admissions, answer questions, answer the telephone, sell merchandise, and provide assistance to the Retail Sales Manager. Gift shop volunteers must enjoy working with the public. Customer service experience is desired.

Grounds Maintenance: Volunteers who enjoy being outdoors may want to tackle this job. During the spring and summer months our flower beds need weeding. This is a great job for volunteers with a green thumb! In the winter the Museum's sidewalks, front steps, and parking lot need to be cleared after heavy snow fall.

Collections Assistant: Kingman is currently re-housing its artifacts and specimens. Volunteers will help transport objects into new storage units and acid free materials. Volunteers record the object's location information throughout this process and make conservation notes about objects that are in need of repair. Training is provided and a year-long commitment is required.

Education Program Assistant: Kingman Museum hosts camps and special event days throughout the year, along with hosting school groups. The program assistant will work with the Educator on development, preparation, and set up of programs. This position is perfect for future teachers, retired teachers and educational interns.

Museum Docent: This group of dedicated volunteers helps to create a fuller experience for Kingman's visitors. A formal docent program is starting in 2011. Using You Tube, volunteers can watch training videos from their home. Docents are required to volunteer at least 4 hours a month and are expected to do their own research on exhibition topics, such as Michigan mammals.

Outreach Events: Kingman Museum participates in several community events in the spring, summer, and fall. Volunteers distribute museum information and supervise family activities at the booth. This is a great opportunity for those looking for marketing, and public outreach experience. It also gives volunteers a chance to attend a wide range of fun community events.

E-Marketing: A volunteer is needed to write for our monthly e-newsletter and update information on its website, facebook, and twitter. Kingman markets its events through many community calendars so the volunteer would be responsible for updating these online calendars as well. Computer and social media experience is desired.

Board Committees: Serving on one of Kingman Museum's committees is a great way to get involved. Meetings are once a month. Committees include collections, marketing, fund development, IT, programming, and building and grounds.

Archivist: Kingman Museum is looking for a volunteer to work in its archives beginning in February 2011. Experience in archives or library science is desired. The volunteer will be entering archival information into our database, PastPerfect. Training will be provided with PastPerfect.

# Notes

**Threatening Weather Situations:** During any bad weather, museum staff members will monitor a radio so they can be aware of the conditions.

**If a tornado WATCH should occur:**

- All visitors within the museum will be notified of the situation.
- As visitors enter the museum, they will be made aware of the conditions.
- In both instances, guests will be advised that the lower level is designated as the safest area inside Kingman Museum.

**If a tornado WARNING occurs:**

- The civil defense siren should sound.
- Quickly, but calmly, usher museum visitors to the lower level via the stairway, **not the elevator**.
- Anyone coming into the museum should be ushered to the lower level immediately. If this is not possible, take shelter in the restroom on the main level.

## **Education and Professional Development**

Kingman Museum takes professional development of its volunteers seriously. It will as funding permits make every opportunity available to its volunteers to participate in various activities such as conference attendance, networking with peers and other volunteers, participating in webcasts, seminars, and other learning opportunities that may advance their productivity at Kingman Museum.

## **Training & Shift Duties**

Training is provided with the orientation of each new volunteer. Additional training is provided at volunteer meetings and is available one-on-one by signing up with the Volunteer Coordinator. Volunteer meetings will be held quarterly to provide training and discuss issues within the volunteer department. Volunteers are asked to attend at least one of these meetings every 6 months.

## **Beginning Your Shift**

To begin your volunteer shift you will need to report to the Volunteer Center, where you will sign in and retrieve your name tag. You may receive verbal instructions from the Outreach Coordinator or a staff member as to what you will be doing during your shift. After receiving your instructions, you will report to the designated area in which you are to perform your assignment.

## **Ending Your Shift**

At the end of your shift, return supplies, etc. to their proper places. Sign out in Volunteer Center.

## **Arrival and Scheduling Procedures**

- Please arrive at least ten (10) minutes prior to the beginning of your shift.
- Please provide two (2) days notice if you are unable to cover your weekend shift, and at least a one (1) day notice if you are unable to cover your weekday shift.
- If you would like to bring someone with you during your shift, it must be approved by the Volunteer Coordinator before the start of your shift.
- Please remember your schedule.
- Please try to sign up on a bi-weekly basis.
- Check your email regularly for Volunteer Updates.

Please become familiar on how to use a fire extinguisher:

- **P**ull the pin.
- **A**im the extinguisher hose at the base of the fire from approximately 8 feet away.
- **S**queeze the lever and
- **S**weep from side to side

In the event of smoke or fire follow the instructions of a staff member in the area. If no staff member is available follow the procedure described here:

- **R**escue—Evacuate anyone in close proximity to the fire area immediately
- **A**larm—Pull the nearest alarm; notify a staff member, if possible, or call 911
- Assist in the evacuation of staff and visitors via the closest safe exit.
- However, do not use or allow others to use the elevator.
- **C**ontain—Close door to the area of the fire.
- **E**xtinguish – If the fire is small and localized, such as a trash receptacle, extinguish it with a fire extinguisher. Do not place yourself in danger attempting to put out the fire, instead leave the building and await the arrival of the fire department.

**Fire Alarm:** If the fire alarm is activated (even if it is a prank), Kingman Museum policy is to evacuate everyone from the building.

A professional staff member will direct evacuees to a common location away from the building.

**Medical Emergencies:** First Aid Kits and blood-borne Pathogens Kits are located in the gift shop office. A second pair of kits is located in the staff restroom above the toilet in a gray cabinet. As a volunteer you should not treat any minor illness or injury; however, you may offer comfort and the supplies available so that the guest can treat themselves. For Major accidents:

- Report all injuries or emergencies to a staff member who will take command of situation when they arrive.
- Call 911 or have a staff member call for you.
- Do not move any injured person, but make them as comfortable as possible.
- If the injured person refuses treatment, do not force it on them, but please see that the refusal is documented by the staff member when they complete the "Injury/Property Damage Report Form."
- If an injury involves a child, locate the parent(s) or guardian(s) and take them to the child.
- Upon arrival of medical personnel, let them take over; stay available for any questions they may have regarding the accident.
- Assist staff member in the completion of the "Injury Report."

In any of these situations remember as many details as possible. Provide your input to the professional staff member who will complete the "Injury/Property Damage Report Form."

**Fire Safety:** Dry chemical fire extinguishers and alarm pull stations can be found throughout the building; please take notice as they will be pointed out to you during your orientation of the museum.

# Kingman Museum Expectations of Volunteer Staff

**Dress Code:** Volunteer staff members must dress professionally. Clothing should be clean and neat. Shorts, tank or halter tops, or beach type sandals are unacceptable. Jeans are permitted for grounds, custodial duties, and behind the scene duties. No midriffs or undergarments showing.

**Dependability:** Kingman Museum's most valuable asset is its volunteers. Without volunteers the museum cannot deliver its mission. Kingman Museum depends heavily on volunteers who assist with daily operations. Therefore, volunteers must be *on time* and *self-directed* once oriented to their responsibilities.

**Absences:** Call the museum and ask to speak to the Volunteer Coordinator if you are unable to make your scheduled commitment. There is an answering machine (965-5117) after hours, so you can leave a message for the volunteer Coordinator or email

[knelson@kingmanmuseum.org](mailto:knelson@kingmanmuseum.org).

If you are anticipating an extended time away from your volunteer duties, please notify the Outreach Coordinator and fill out a Leave of Absence form. These forms can be found in the Volunteer Center. You may also contact the Education Department Manager if the Volunteer Coordinator is unavailable.

**Scheduling:** The museum requests that volunteers commit to giving an average of eight (8) hours of service per month. It is often easier for the volunteers to schedule the same time each week or use a recurring pattern. Some volunteers may prefer to vary their times. Regardless of how you decide to make your volunteer commitment, please sign up for your work shifts on the Volunteer Scheduling Calendar located

in the Volunteer Center. Shifts are normally 4 hours in duration and may vary depending on your choice of volunteer position.

**Time Sheets:** Whether volunteering onsite or offsite, you must use a time sheet to record your hours. Reporting your hours is important for many reasons including recognition, statistics for use in grant writing, evaluation and reporting process. Please turn in your time sheets at the end of every month, so that your hours are tracked in a timely and accurate manner.

# Emergency Situations

**\*\* Always defer to a staff member if they are available! \*\***

**Vandalism or Theft:** Kingman Museum policy against vandalism is prevention. Volunteers can do their part by being in plain sight of visitors to deter problems. Someone must be visible at the gift shop counter at all times. If problems are suspected, simply asking the person if they need assistance will usually help to prevent vandalism. Should you witness an act of vandalism or theft, be professional and discreet while you take the following actions:

- Alert a professional staff member via phone. All staff members' extensions are posted on the phone.
- If you feel comfortable doing so, interact with the person(s) involved until a professional staff can take over.
- If the person(s) involved attempts to flee or resists your attempts to talk to them **never** try to physically detain them.
- Do not leave your safety zone, but try to ascertain a good description.

**Robbery:** In case of a robbery, don't try to be a **Hero!** The safety of our volunteers and the prevention of injury is top priority. Comply with the demands of the robber(s) and try to notice details that you can give to the police. Call 911 immediately after the perpetrator leaves the building. Note which direction they went and their transportation, if at all possible.

**Gift of Right of Publicity:** Volunteers irrevocably give Kingman Museum the right to reproduce, edit, distribute, publish or broadcast audio or visual media in which they are subjects in any form and manner without payment of fees, in perpetuity.

**Environmental Hazards:** In the past, taxidermists used arsenic in preparation of mounts. Many of our specimens date back to that time period. Therefore, do not handle any artifacts except under the supervision of a staff member. The mounted animals available for the public to touch do not contain arsenic.

# Volunteer Recognition Program

**50 Volunteer Hours Served:** Volunteers who volunteer 50 hours in one fiscal year period will receive 4 free passes to Kingman Museum.

**100 Volunteer Hours Served:** Volunteers who volunteer 100 hours in one fiscal year period will receive one free Individual Membership to Kingman Museum.

**500 Volunteer Hours Served:** Volunteers who have accumulated 500 volunteer hours during any period of time will receive one free Family Membership to Kingman Museum.

**1000 Volunteer Hours Served:** Volunteers who have accumulated 1000 volunteer hours during any period of time will receive a \$50 gift certificate to Kingman Museum's gift shop and their name placed onto a plaque that is displayed in the Volunteer Corner.

**Volunteer of the Month:** A volunteer of the month can be nominated by any fellow volunteer, staff member, or board of director. Nomination forms are in the Volunteer Corner or requests can be made to the Volunteer Coordinator. Please submit nominations to the Volunteer Coordinator.

**Youth Volunteer of the Year:** Youth Volunteer of the Year can be nominated by any fellow volunteer, staff member, or board of director. Nomination forms are in the Volunteer Corner or requests can be made to the Volunteer Coordinator. Please submit nominations to the Volunteer Coordinator.

**Family Volunteer of the Year:** Family Volunteer of the Year can be nominated by any fellow volunteer, staff member, or board of director. Nomination forms are in the Volunteer Corner or requests can be made to the Volunteer Coordinator. Please submit nominations to the Volunteer Coordinator.

**Ethical Conduct:** Some of the situations that prompt questions about appropriate ethical conduct are outlined in the following paragraphs:

**Conflict of Interest:** A conflict of interest exists when a Kingman Museum Inc. volunteer uses his/her position or contacts to benefit himself/herself. This type of behavior is not only unethical, but it is also illegal and a breach of the Public Trust.

Volunteers are in a position of Public Trust and therefore cannot accept gifts, gratuities, favors, or rewards for any services performed in connection with their volunteering. It also is unlawful for volunteers to solicit, offer, or accept any money or anything of value in exchange for museum property. If a volunteer violated this policy, he/she will be subject to disciplinary action, up to and including termination, and/or criminal prosecution.

In addition, museum volunteers shall not personally accept honoraria for any appearance, speech, or article in which the volunteer provides expertise or opinions related to their performance of museum duties. This means that, if a volunteer is speaking or writing on behalf of, or about the museum, he/she may not be personally paid for that activity, but can request a donation be made to the Kingman Museum, Inc. Individuals may be reimbursed for reasonable expenses.

**Intellectual Property Policy:** Devices or property, intellectual or otherwise, developed by a volunteer in relationship to their position shall belong to Kingman Museum Inc.

addressing the complaint procedure. The manager must respond to the complaint in writing within ten (10) business days. If the manager is unable to resolve the complaint within fifteen (15) business days or if the employee disagrees with the manager's solution, the volunteer may appeal directly to the Executive Director.

At this point, a copy of the written complaint and an outline of the nature of the grievance will be given to the Executive Director by the volunteer's manager. The Executive Director will investigate the complaint and notify the volunteer, in writing, of a decision within thirty (30) business days.

If a volunteer still disagrees with the decision, he/she may take their complaint to the Personnel Committee of the Board of Directors for review. An action will be recommended by the Committee to the Board of Directors. The Board's decision constitutes Kingman Museum's final work on the matter.

**Statement on Ethics:** Working in museum is a Public Trust involves great responsibility, which is recognized and assumed pursuant to the action of the Calhoun County Probate Court in its order of September 17, 2002.

Public Trust requires that in all museum activities, volunteers must act with integrity and in accordance with accepted standards of ethics. Kingman Museum Inc. is a highly visible organization and to the public, the museum volunteer is never wholly separable from the institution. Since any action by an individual may reflect on the museum or be attributed to it, volunteers are reminded to be mindful of any personal actions that may reflect negatively upon the museum.

# Kingman Museum Policies

**Safety Policy:** Kingman Museum expects its volunteers to work in a safe manner, to use good judgment and common sense in matters of safety, to observe all safety rules published and posted in various areas, and to follow all federal and state OSHA regulations. If you have any questions or concerns about workplace safety, or if you would like to review our complete safety program, please speak with your supervisor.

**Criminal History Checks:** It is Kingman Museum's policy that all employees, volunteers and board members submit to a criminal history check. The exception to this rule would be volunteers associated with a group who may help out on an occasional basis or a special event or because of their affiliation with a group such as scouts, astronomy clubs, or employees of a business partner. In such cases, a staff or board member will be responsible to supervise these "group" volunteers whose criminal histories have not been investigated, and see to it that these volunteers have no opportunity to be alone with children. This protects you and the museum.

**Drug-Free Workplace:** All volunteers are expected to understand and comply with the following guidelines regarding the use of drugs or alcohol in the workplace:

1. We prohibit the unlawful use, possession, distribution, sale, or manufacture of a controlled substance on our premises.
2. We prohibit all volunteers from being under the influence of drugs or alcohol while on the job. Exceptions for medicines are made on a case-by-case basis.

3. Failure to follow Kingman Museum's drug-free workplace policy may result in disciplinary action which may include, but is not limited to: termination of volunteer position.
4. If you are convicted of violating any criminal drug statute in the workplace, you are required to notify the volunteer coordinator within five (5) calendar days of the conviction.

**Smoking:** In consideration of the health and safety of all our volunteers and staff and care and preservation of the valuable collections of the museum, Kingman Museum maintains a smoke-free environment.

**Punctuality and Attendance:** Kingman Museum expects volunteers to arrive at work on time and to work their full shift. If you need to be absent from the museum for any reason, you must call your supervisor before the start of your shift.

**Use of Facilities and Property:** We ask that you exercise care when using Kingman Museum property and equipment. If you find that office equipment is damaged or malfunctioning, please let your supervisor know about it immediately.

**Property Removal:** At no time shall Museum property including equipment, collection artifacts, archives, and photographic images, be removed from the premises without the approval of the manager or Executive Director.

**Personal Use of Phones:** Although occasional personal phone calls are to be expected, please confine your use of the phones to agency business as much as possible. Should circumstances require that you place a long-distance call, we ask that you use a personal calling card, your personal cell phone, or call collect.

authority. We will not retaliate against any volunteer who makes a claim of harassment.

**Workplace Conduct:** We have developed certain guidelines to reflect what we believe are good business practices. We strive to develop and maintain a pleasant, efficient, and fair work environment that foster cooperation and understanding.

- Careful and conscientious in the performance of their work
- Respectful and considerate of others
- Courteous and helpful when dealing with other volunteers and with employees, supporters, and the general public

**Open-Door Policy:** All volunteers are encouraged to provide input and suggestions concerning the overall operations and programs of Kingman Museum, following appropriate communication channels.

## **Complaint Procedures**

**Volunteer Appeal Process:** As a matter of general policy, managers at all levels will maintain an open door for discussion and a receptive ear and will review all volunteer suggestions or complaints concerning our work practices and procedures.

If a volunteer wishes to make a formal complaint, it should be in writing and completed within fifteen (15) business days after the incident has occurred or the issue has arisen. We consider an open discussion between volunteer and manager as the first step in

**Solicitations:** No soliciting is allowed on Kingman Museum premises. This includes requests for contributions to charitable organizations, as well as business advertising and sale of goods (Girl Scout cookies, Tupperware, etc.).

**Celebrations of Staff Birthdays, Weddings, etc.:**

There will be no mandatory "contributions" required of volunteers for the celebration (including gifts) of birthdays, weddings, a new baby, showers, etc. It is at complete desecration of each volunteer as to whether they wish to participate or not.

**Harassment:** It is illegal to harass others on the basis of their sex, sexual orientation, age, race, color, national origin, religion, marital or veteran status, citizenship, disability, or any other personal characteristics. Harassment includes making derogatory remarks about such characteristics, making jokes about ethnic or other groups, and other verbal, physical, and visual behavior.

Sexual harassment is prohibited. It is defined as: propositions, repeated requests for dates, dirty jokes, sexually provocative pictures or cartoons, and other verbal, physical, and visual harassment of a sexual nature are prohibited. The harassment of any employee or volunteer will lead to immediate disciplinary action up to and including termination.

Any volunteer who feels harassed has the right to file a charge with the Equal Employment Opportunity Commission and with a state agency. Before doing so, we ask that you first speak with your manager, If your manager is not an appropriate person, speak with our executive director or a member of the board's Personnel Committee, so that appropriate internal action may be taken. It is the responsibility of all managers to listen to such complaints and to refer them to the appropriate

**Use of Personal Automobile:** Volunteers who use their own automobiles for travel on authorized agency business will be reimbursed for mileage at the current rate used by other area organizations. Volunteers must have prior supervisory approval for the use of personal vehicles and must carry, at their own expense, the minimum insurance coverage for property damage and public liability.

**Attire and Personal Hygiene:** It is expected that volunteers will maintain a clean and neat appearance and will project a professional and businesslike image in dealing with other volunteers, clients, employees, and the general public. Kingman Museum reserves the right to define appropriate standards of appearance for the workplace.

**Expense Reimbursement:** Volunteers are reimbursed for approved travel and entertainment expenses. Volunteers are asked to complete a record and to submit receipts along with the expense record for reimbursement. Reimbursement is made via check within two (2) weeks of receipt of the reimbursement request. Requests made without appropriate receipts will not be approved or processed.

**Confidentiality of Voice Mail, electronic Mail and Use of the Internet:** Using Kingman Museum computers, phones, etc. for personal business, including sending e-mail messages, will compromise the confidentiality of your communications, as they are the property of Kingman Museum. Kingman Museum reserves the right to monitor on-the-job emails on Museum owned hardware.

**Pornography:** Viewing of any type of pornography by a volunteer on any computer owned by Kingman Museum will not be tolerated. If a volunteer uses one of Kingman Museum's computers for this purpose, it could be ground for dismissal.

**Employee Information:** It is important that personnel files contain up-to-date information regarding each volunteer. Volunteers should inform the Volunteer Coordinator immediately whenever there are changes in their personal data, such as address, telephone number, marital status, domestic partnership, number of dependents, and person to notify in case of emergency.

Volunteers have the right to inspect their personnel file during regular office hours, given reasonable notice to Kingman Museum. An appointment to inspect the file may be made with the Volunteer Coordinator, who will accompany the volunteer while he or she inspects the file. Volunteers may obtain copies of any document in their personnel file to the extent required by law. Personnel records are the property of Kingman Museum and are not allowed to leave the office of the Volunteer Coordinator without authorization.

No reference information other than verification of volunteer hours and job titles will be given out to a third party.

**Breaks:** Food and drinks of any kind are not allowed in the gift shop area. Feel free to take a break and enjoy your snacks and beverages in the office downstairs. You may also take this time to make any personal calls using your cell phone. A museum staff member will be happy to cover your 10 minute break, after two hours of work.

**Grievance:** If you feel that you have been mistreated in any way, contact the Volunteer Coordinator or the Education Department Manager. Any instances of sexual or other harassment should be reported immediately and will not be tolerated.

**Agency Confidentiality:** Confidential information obtained during or through volunteer time with Kingman Museum may not be used by any volunteer for the purpose of furthering current or future outside employment or activities or for obtaining personal gain or profit.

At no time should a volunteer disclose nonpublic or sensitive information to individual other than on a need-to-know basis.

**Speaking to the Media:** The Executive Director and Board President are the only ones with the authority to speak to the media on behalf of Kingman Museum. The Executive Director and President may designate a staff or board member to speak to the media on a case-by-case basis.

**Internal Communication:** We use bulletin boards, mailings, and e-mails to communicate important information to volunteers on a regular basis. Each of our volunteers is responsible for reading posted or distributed information on a timely basis.